



**A REPORT OF INTERNSHIP
AT BUSINESS ENGLISH/BUSINESS ENGLISH COMMUNICATION STUDY
PROGRAM**

**Submitted to the Faculty of Languages and Literature,
Universitas Negeri Makassar
as the Partial Fulfillment of the Requirements for the Diploma Degree**

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1752132015**

**BAHASA INGGRIS STUDY PROGRAM
ENGLISH DEPARTMENT
FACULTY OF LANGUAGES AND LITERATURE
UNIVERSITAS NEGERI MAKASSAR
2021**

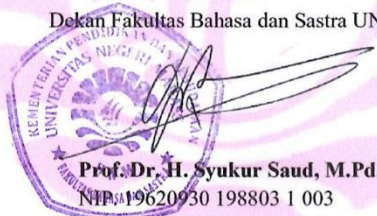
PENGESAHAN HASIL AKHIR LAPORAN PKL

Laporan dengan judul **A REPORT OF INTERNSHIP AT BUSINESS ENGLISH/BUSINESS ENGLISH COMMUNICATION PROGRAM STUDY** atas nama **MUSDALIFA. B.**, NIM **1752132015**, diterima oleh Panitia Seminar Laporan PKL, Program Studi Bahasa Inggris Diploma III, Jurusan Bahasa Inggris, Fakultas Bahasa dan Sastra, Universitas Negeri Makassar, dengan SK No. 9959/UN36.5/EP/2020 untuk memenuhi persyaratan guna memperoleh gelar Ahli Madyapada Program Studi Bahasa Inggris Diploma III pada Rabu 13 Januari 2020.




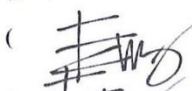

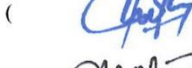
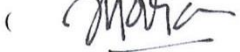
Makassar, 21 Januari 2021

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There is no other word except thanks to the almighty Allah SWT and His messenger Muhammad SAW for their grace so that the writer could finish the report of internship entitled “ A REPORT OF INTERNSHIP AT BUSINESS ENGLISH/BUSINESS ENGLISH COMMUNICATION STUDY PROGRAM”.

In the report completion, the writer would like to thank all those who have provided guidance, advice, motivation and suggestions, they are:

1. Prof. Dr. H. Husain Syam, M.TP., the Rector of Universitas Negeri Makassar.
2. Prof.Dr. Syukur Saud, M.Pd., Dean of Faculty of Languages and Literature, Universitas Negeri Makassar.
3. Samtidar, S.Pd., M.Ed. TESOL, Ed. D., Head of English Department and His secreatry, Dr. La Sunra, S.Pd., M.Hum., who gave assistance and guidance.
4. Dr. Fatimah Hidayahni Amin, M.Pd., M.A., Head of Business English Study Program and her Academic Advisor. Many thanks for her directions and suggestions until the finishing of this report.
5. All lecturers and staff of Business English Study Program, English Department, Faculty of Languages and Literature, who have contributed knowledge to the writer.
6. Special thanks address to the writer's beloved parents and families. Thanks for their endless love, pray, understand, spirit, and support.
7. Thank you so much for my friend Dea who is always there to help with the paperwork.
8. The writer will not forget to express thanks and appreciation to everyone who could not be listed one by one.

Finally, the writer realizes that this report is far from being perfect. Constructive suggestion and criticism will be highly appreciated. May the almighty Allah SWT bless and guide us to the straight path.

Wassalamualaikum Warahmatullahi Wabarakatuh

Makassar, January 1, 2021

The Writer

CHAPTER I

INTRODUCTION

A. Background

Nowadays, the number of unemployment rate is increasing, especially among scholars. The reason is they do not have skills that can be used and applied in the world of work. Thus, to enter an increasingly competitive world of work, they must improve their knowledge and good personality and have potential skills.

To prepare, improve, and practice knowledge, good personality, and potential skills, people can join an internship program. Internship is a process of understanding work with direct work practices in related industries which ends with the acquisition of skillset and networking to support future careers. other than that, an internship can be interpreted as the main requirement to go through the educational process. Final year students are required to do an internship at a previous company before getting their degree. In other words, the internship is a process to add insight and train skills in the world of work, and also as one of the main requirements for students to complete their education.

Specifically, at the educational level, an internship program has been a compulsory program to prepare and practice the students with the working activities and attitude. In Business English Study Program, English Department, Faculty of Languages and Literature, Universitas Negeri Makassar, an internship program is obliged for the students to support them to increase knowledge, insight, and skills in working. Besides, they can also directly practice all real activities and get involved with working interaction and communication.

In relation with that, the writer has been appointed and assigned to administer her internship program in Business English Study Program, Universitas Negeri Makassar for two months. To see how the writer runs the internship program in Business English Study Program, the following illustration is given.

B. The Objectives of Internship

Based on the background above, the objectives of the internship are as follows:

1. To describe the working activities in Business English Study Program.
2. To describe the working attitude in Business English Study Program.

C. The Significances of Internship

The significances of the internship are as follows:

1. For students of Business English Study Program,
 - a. To add insight and knowledge about the working activities.
 - b. To gain work experience.
2. For Business English Study Program is a reference for future students who will carry out internships at BE / BEC Study Program.
3. For Universitas Negeri Makassar, to produce students who have professional skills in the working world.

CHAPTER II

GENERAL DESCRIPTION OF BUSINESS ENGLISH STUDY PROGRAM

A. General Description of Business English Study Program

1. A brief history

Business English Study Program Diploma III Degree is one of the programs in English Department at the Faculty of Languages and Literature, Universitas Negeri Makassar. It was established in July 1999 based on Decree No. 344/DIKTI/KEP/1999 (Program Studi Bahasa Inggris Diploma III, 2017).

Following are several chairmen of the Study Program Business English / Business English Communication:

- a) From 1999 - 2007 (2 periods): Dr. Abd. Halim, M.Hum.
- b) From 2007 - 2010: Samtidar, S.Pd., M.Ed, TESOL, Ed.D.
- c) From 2010 - 2016: Dr. La Sunra, S.Pd., M.Hum.
- d) From 2016 - 2019: Muhammad Tahir, M.Pd., M.Ed., EREA.
- e) From 2019 - recent: Dr. Fatimah Hidayahni Amin, M.Pd., M.A.

Business English Study Program succeeded in obtaining a B predicate in the accreditation assessed by the National Accreditation Board for Higher Education (BAN-PT) in 2017. Although it has obtained B accreditation, Business English Study Program still faces many challenges and competition, especially in the Business and Industryworld. Therefore, in October 2019, the Minister of Research, Technology, Higher Education of the Republic of Indonesia has made a change based on Decree No. 1062 / KPT / I / 2019, namely Business English Communication Study Program. The BEC has undergone a transition and increased capacity and status from Diploma III level to a higher level, Diploma IV, with an Applied Bachelor of Linguistics degree.

2. Vision and Missions

A. Vision of Business English Study Program Diploma III

In 2023, Business English Study Program FBS UNM will serve as a center for providing education, study, training, and development of Business English with excellent and professional entrepreneurial insight in the national and international levels.

B. Missions of Business English Study Program Diploma III

1. Organize education and training in Business English to answer the challenges of the times towards the era of globalization.
2. Conduct applied research in Business English.
3. Organize community service activities.
4. Organize competency-based learning with a focus of science and technology.
5. Cultivate a student entrepreneurial culture both through national and international internship programs.
6. Organize mutually beneficial cooperation with the government and private institutions at the local, national and international levels in the field of Business English.

C. Vision of Business English Communication Program Study Diploma

IV

Business English Communication Program Study FBS UNM, as a service center and applied education development in the fields of such as Business, English, technology, communication, and entrepreneurship to produce professional graduates.

D. Missions of Business English Communication Program Study
Diploma IV

1. Present and implement an academic culture of integrity for the academic community.
2. Implement accountability in governance.
3. Provide excellent educational services to students and lecturers in the fields of Business English, technology, communication, and entrepreneurship.
4. Carry out and develop the quality of education and teaching, research, and community service in the fields of Business English, technology, communication, and entrepreneurship.
5. Develop Business English Communication Study Program as a service center and applied education development in the fields of Business English, technology, communications, and entrepreneurship, to produce global graduates.

B. Organizational Structure of Business English Study Program

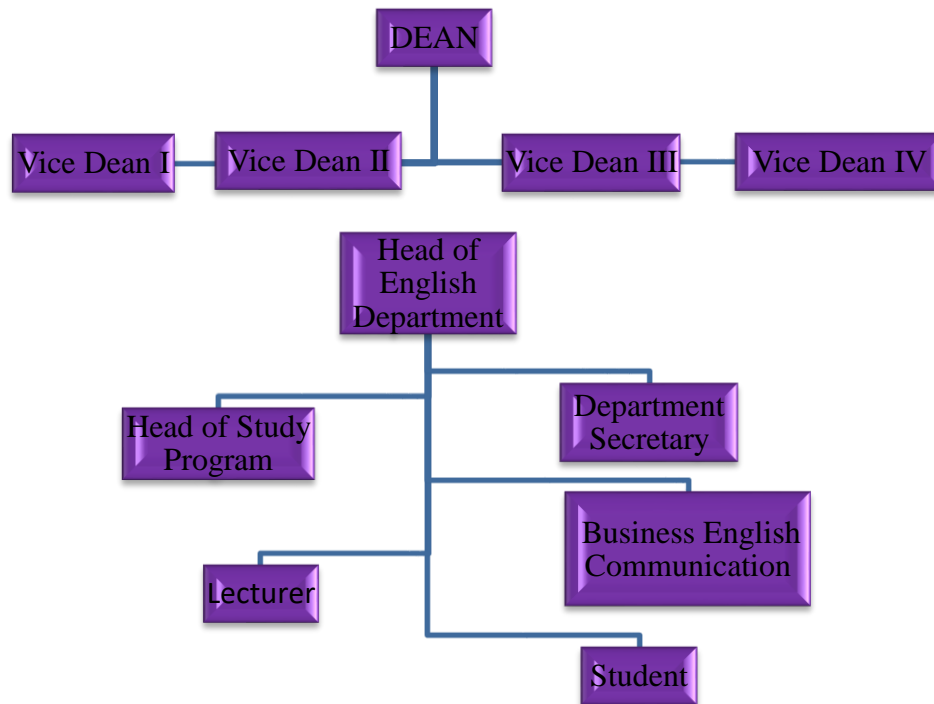


Figure 2.1. Organizational Structure of Business English Study Program

C. Positions and Personnel

- | | |
|----------------------------------|--|
| 1. Dean | : Prof. Dr. Syukur Saud, M.Pd. |
| 2. Vice Dean I | : Dr. Sahril, M.Hum. |
| 3. Vice Dean II | : Muhammad Saleh, S.Pd., M.Pd. |
| 4. Vice Dean III | : Dr. Aziz, S.Pd., M.Pd. |
| 5. Vice dean IV | : Dr. Nurming Saleh, M.Si. |
| 6. Head of the English Departmen | : Samtidar, S.Pd., M.Ed., TESOL, Ed. D. |
| 7. Department Secertary | : Dr. La Sunra, S.Pd., M.Hum. |
| 8. Head of the BE/BEC | : Dr. Fatimah Hidayani Amin, M.Pd., M.A. |

D. Job Description

Based on the positions above, the duties and responsibilities of each position areas follows:

1. Dean

The Dean is the faculty leader in charge of the public education, research and services arrangement, encouraging educational, student, faculty and administrative power. The dean is in charge of the rector. The Dean has the following duties:

- a. Prepare and implement Strategic Plants to be achieved during his term of office.
- b. Prepare the Faculty Annual Work Program And Budget.
- c. Carry out higher education development according to their competence.
- d. Coordinate and monitor educational activities.
- e. Coordinate and monitor research for the development of science, technology and arts.
- f. Coordinate and monitor community service activities.
- g. Carry out cooperation in the fields of education, research and community service with other parties at home and abroad.
- h. Monitor and evaluate the implementation of cooperation with other parties.
- i. Propose the award of an honorary doctorate to someone who meets the requirements in accordance with the applicable regulations after receiving the consideration of the Faculty Senate.
- j. Carry out coaching for the academic community.
- k. Carry out the administrative community.

1. Compile and submit an Annual Report to the Chancellor after receiving the Faculty Senate assessment.

2. Vice Dean

- a. Plan, implement, develop and conduct evaluations of education, research and community devotion.
- b. Build professors in the field for academic.
- c. Study the opening of new study programs on various education strata.
- d. Do an inventory of educational, research and community activities.
- e. Monitor and evaluate the learning process every semester.
- f. Manage standardization of the quality of academic and professional education.
- g. Administer data for academic administration.
- h. Compile and deliver the annual report to the dean.

3. Head of English Departement

- a. Coordinate the full operation of prodi.
- b. Plan the college schedule, practice and grade evaluations.
- c. Coordinate planning, providing, and authenticating of educational tools and practices as well as education infrastructure.
- d. Monitor the flow of teaching in accordance with curriculum.
- e. Evaluate the running prodi management system.
- f. Compile an accounting report of duty to the dean.
- g. Perform another job from a supervisor that was relevant to the performing assignment of prodi.

4. Secretary of English Department

- a. Coordinate the administrative duties of the Head of the Department.

- b. Assist the Head of the Department in the preparation of distribution layout.
- c. Assist the Head of the Department in preparing the study plan.
- d. Administer lecturer monitoring activities by Head of the Department.
- e. Master the results of monitoring student academic achievement by Head of the Department.
- f. Teach a minimum of 12 credits.
- g. Give consideration to the Head of the Department of the lecturer process.

5. Head of the BE/BEC Study Program

- a. Coordinate the implementation of all study program activities.
- b. Plan class schedules, practicum and evaluation of learning outcomes.
- c. Coordinate the process of implementing educational programs, research and community service within the university in related fields of study.
- d. Coordinate the planning, provision and proposal of educational facilities and practicum facilities.
- e. Monitor the course of the teaching and learning process according to the curriculum
- f. Carry out other duties from superiors that are relevant to the task of implementing the study program.
- g. Evaluate the current study program management system.

6. Lecturer

The main task of a lecturer is to develop and disseminate science, technology and art through the Tri Dharma of Higher Education. Apart from that, lecturers are expected to provide guidance to students.

7. Student

Students as a learner community have a major task of studying well such as

schoolwork, reading books, paper, presentations, discussions, attendance at seminars, and other collage-related activities.

E. The Internship Activities

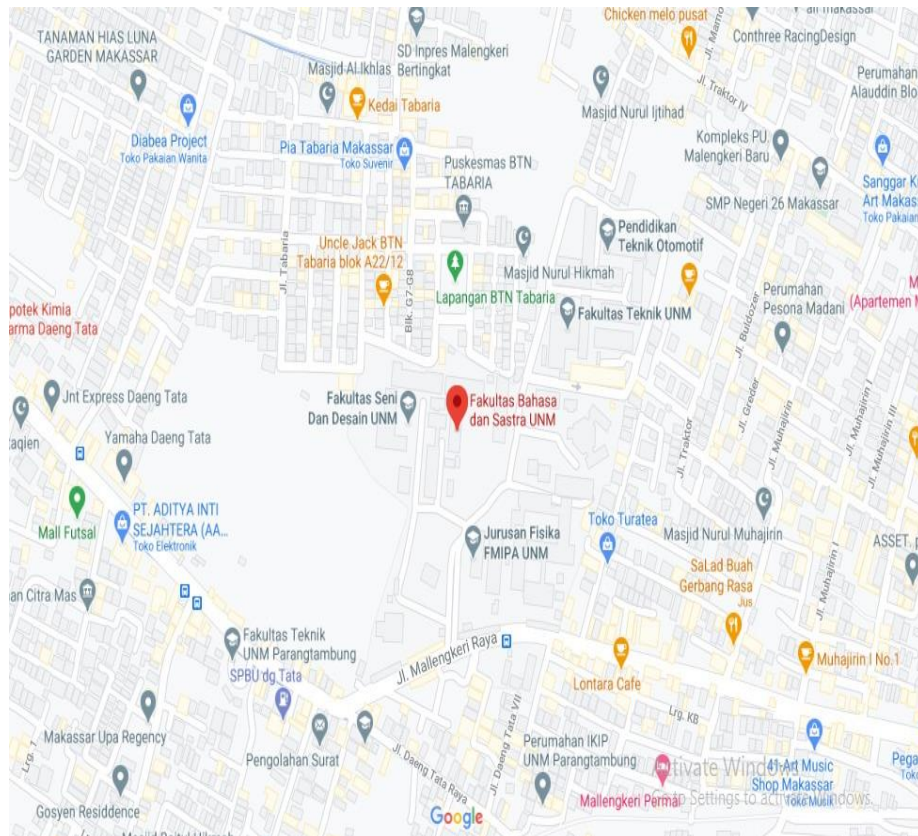
1. Making a list of name in Stadium Generale of Prospect in Music Industry.
2. Scanning some documents.
3. Assisting in completing a few tasks.

CHAPTER III

SPECIFIC DESCRIPTION

A. Place of Internship

The internship was conducted in Faculty of Languages and Literature, Universitas Negeri Makassar, DH Building, the second floor. It was located in Jl. Mallengkeri Raya, Parangtambung, Tamalate District, Makassar, South Sulawesi 90224. The telephone number is 0411861508.



B. Time of Internship

The internship was run from 10th September to 10th November, 2020 through online and offline attendance.

C. Internship Procedure

1. Before Internship

Before the internship, the intern was given a preparation. There, she had an introduction of what to do and who to do the internship activities.

2. During Internship

a. Observation

The intern observed how to do all activities before executing the given tasks, such as creating and typing several files, printing, scanning, and inventorying the documents.

b. Interview

The intern asked and found some information in relation to task completion.

CHAPTER IV

OUTCOMES AND BENEFITS

A. Outcomes

To apply knowledge, skills, and attitude in Business English Study Program, the intern faced and experienced challenges, weaknesses, strength, and actions.

1. Challenges

A challenge is something new and difficult that requires great effort and determination. The challenge helps to shape character in a certain process to achieve goals. During the internship the intern faced some challenges, such as she must be responsible for completing the assigned task within a predetermined period of time, she must also manage the time properly such as arriving on time, and she must be able to understand well the tasks given by the supervisor.

2. Weakness

Weakness is a condition where someone is weak in doing something and cannot be avoided. In conducting internships, the intern experienced a few weaknesses, such as the lack of understanding in writing information. When given an assignment to do, she several times asked the boss about the sentence or title that had to be typed. Moreover, she was reluctant to ask questions if she did not really understand with the tasks given.

3. Strength

Strength is the quality of courage and determination in the face of difficult or complicated circumstances. Strength shows how strong your faith, feelings, abilities, and qualities are in dealing with difficult problems. In the implementation of internships, the intern has several strengths such as building relationships with the Head of the Program as well as the Academic Advisor so

that she can apply at any time both in completing internships and for preparing reports that will later be paid.

4. Actions

1. Make a list of participants such as, make a list of participants in the Studium Generale Career Prospects in the Music Industry using Microsoft Excel, identifying all names of participants, and entering all names of participants.
2. Scanning multiple documents such as, operation scanner, identifying and checking all pages, and inserting files.

B. Benefits

After taking an internship program, there are several benefits such as:

1. Computer Skill

There is an increase in the use of computers and the internet as tools and software used to complete work. One of them is the use of CorelDraw and Excel which are used in completing several tasks given. This increase is obtained after the implementation of the internship takes place.

2. Management Skill

There is an increase in self-management in terms of time and integrity. The intern can arrange the time in advance in proving the work schedule. In addition, she is more responsible for completing assigned tasks on time during the internship.

3. Communication Skill

There is an increase in communication such as more frequent inquiries or discussions about the work to be carried out with the Head of the Study Program, and being more open to expressing ideas or opinions and being able to properly accept ideas or opinions in discussions.

CHAPTER V

CONCLUSION AND SUGGESTIONS

A. Conclusion

After the internship, it can be concluded that the business English program has provided an opportunity for the intern to apply skills, knowledge, and become part of the study program team to complete some of the duties of the employees, and she has also improved both in terms of communication such as socializing with staff, especially the Study Program. and increased computer utilization by using several applications such as word, excel, and corel draw.

B. Suggestions

The following suggestions are highly recommended:

1. For the students of the Business English Study Program
 - a. Before doing an internship, students should make observations about agencies/companies.
 - b. Before the internship, students should improve their management skills.
2. For Business English Study Program

Expected to be more accurate regarding the workings of the internand provide accurate information about the place of internship.



**KEMENTERIAN PENDIDIKAN DAN KEBUDAYAAN
UNIVERSITAS NEGERI MAKASSAR
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Alamat: Kampus UNM Parangrambung, Jl. Dg. Tata, Makassar, 90224 Telp. 0411-861509, 861510

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Tempat : Online

Dengan judul Laporan PKL sebagai berikut :

**A REPORT OF INTERNSHIP AT BUSINESS ENGLISH/BUSINESS ENGLISH
COMMUNICATION STUDY PROGRAM**

Dihadapan Panitia Seminar Laporan PKL Diploma 3 (D-3) yang terdiri dari :

- | | | |
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| 2. Sekretaris | : Samtidar, S.Pd., M.Ed. Tesol., Ed.D. | () |
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| 4. Penguji I | : Seny Luhriyani Sunusi, S.Kom., M.T. | () |
| 5. Penguji II | : Lely Novia, S.Pd., M.Hum. | () |

Hasil Ujian diputuskan sebagai berikut :

1. Nilai Seminar Laporan :
2. Hasil Ujian Ulangan :
3. Lulusan dengan Nilai Yudisium :


Prof. Dr. Syukur Saud, M.Pd.
NIP. 19620301988031003

Catatan :

- a. Dibuat dua rangkap dan setelah selesai ujian, satu rangkap dikirim kembali ke Biro Administrasi Akademik dan Kemahasiswaan Universitas Negeri Makassar bersama lampiran untuk penyelesaian ijazah
- b. Terlampir 1 (satu) Exlampar skripsi dan kelengkapan penerbitan ijazah



**KEMENTERIAN RISET TEKNOLOGI DAN PENDIDIKAN TINGGI
UNIVERSITAS NEGERI MAKASSAR
FAKULTAS BAHASA DAN SASTRA**

Alamat: Kampus UNM Parangrambung, Jl. Dg. Tata, Makassar, 90224 Telp. 0411-861509, 861510

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Program Studi : Business English

NILAI	1. Metode Penulisan Laporan	:
	2. Hasil PKL	:
	3. Penulisan Laporan PKL	:
	4. Penguasaan Materi	:
	5. Cara Presentasi	:
	Nilai Rerata	:	93. (A

Pedoman Penilaian:

> 91	= A
86 – 90	= A-
81 – 85	= B+
76 – 80	= B
71 – 75	= B-
66 – 70	= C+
61 – 65	= C
56 – 60	= C-
< 56	= E

Makassar, 2020

Penilai,

Fatimah HA



KEMENTERIAN RISET TEKNOLOGI DAN PENDIDIKAN TINGGI
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	2. Hasil PKL	:
	3. Penulisan Laporan PKL	:
	4. Penguasaan Materi	:
	5. Cara Presentasi	:
	Nilai Rerata	:	91 (... A ...)

Pedoman Penilaian:

> 91	= A
86 – 90	= A-
81 – 85	= B+
76 – 80	= B
71 – 75	= B-
66 – 70	= C+
61 – 65	= C
56 – 60	= C-
< 56	= E

Makassar, 2020

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Seny Luhriyani



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	2. Hasil PKL	:
	3. Penulisan Laporan PKL	:
	4. Penguasaan Materi	:
	5. Cara Presentasi	:
Nilai Rerata		:	91 (A)

Pedoman Penilaian:

> 91	= A
86 – 90	= A-
81 – 85	= B+
76 – 80	= B
71 – 75	= B-
66 – 70	= C+
61 – 65	= C
56 – 60	= C-
< 56	= E

Makassar, 13 Januari 2020

Penilai,




Lely Novia



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BIBLIOGRAPHY

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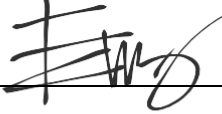


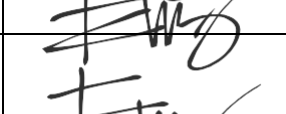
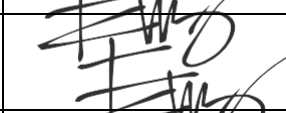
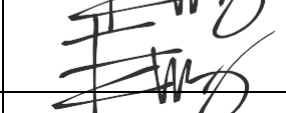

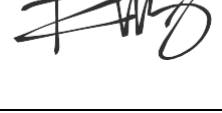

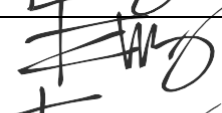



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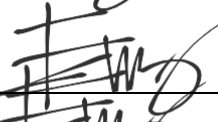
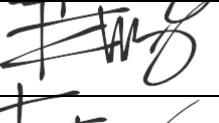
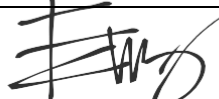
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APPENDIX I
ATTENDANCE LIST

**PELAKSANAAN PRAKTEK KERJA LAPANGAN
PROGRAM STUDI BAHASA INGGRIS D-III
DAFTAR AGENDA PESERTA PRAKTEK KERJA LAPANGAN**

NAMA : Musdalifa. B
TEMPAT : BE/BEC Fakultas Bahasa dan Sastra UNM
WAKTU : 10 September – 09 Oktober 2020

No	HARI / TANGGAL	KEGIATAN	PARAF PEMBIMBING
1	10 September	Pengenalan tempat magang	
2	11 September	Scan (online)	
3	14 September	Scan (online)	
4	15 September	Scan (online)	
5	16 September	Scan (online)	
6	17 September	Scan (online)	
7	18 September	Scan (online)	
8	21 September	Mengkategorisasikan Mata Kuliah dari semester I sampai V	
9	22 September	Membuat daftar hadir Mata Kuliah Umum "Prospek Kerja Dalam Industri Musik"	
10	23 September	Membuat daftar hadir Mata Kuliah Umum "Prospek Kerja Dalam Industri Musik" secara online	
11	24 September	Membuat daftar hadir Mata Kuliah Umum "Prospek Kerja Dalam Industri Musik"	
12	25 September	Membuat sertifikat untuk mahasiswa 2018/2019	
13	28 September	Mengubah file rar ke word	

14	29 September	Membuat daftar hadir Mata Kuliah Umum “Prospek Kerja Dalam Industri Musik”	
15	30 September	Membuat daftar hadir Mata Kuliah Umum “Prospek Kerja Dalam Industri Musik”	
16	1 Oktober	Membuat daftar hadir Mata Kuliah Umum “Prospek Kerja Dalam Industri Musik”	
17	5 Oktober	Membuat daftar hadir Mata Kuliah Umum “Prospek Kerja Dalam Industri Musik “ secara online	
18	6 Oktober	Mengelompokkan nama dan sertifikat mahasiswa 2018/2019	
19	7 Oktober	Mengelompokkan nama dan piagam mahasiswa 2018/2019	
20	8 Oktober	Mengelompokkan nama dan sertifikat mahasiswa 2018/2019 secara online	
21	9 Oktober	Mengirim semua file yang dikerjakan secara online	

APPENDIX II
EVALUATION FORM

PELAKSANA PRAKTEK KERJA LAPANGAN
PROGRAM STUDI BAHASA INGGRIS D-III
DAFTAR NILAI PESERTA PRAKTEK KERJA LAPANGAN

Nama Peserta : MUSDALIFA. B

Tempat : BE/BEC FBS UNIVERSITAS NEGERI MAKASSAR

Waktu PKL : 10 September – 10 November 2020

No.	Komponen yang di nilai	Nilai	Keterangan
I	Sikap		
	1. Penampilan		
	a. Kebersihan		
	b. Kerapihan		
	2. Disiplin		
	3. Perilaku		
	a. Sopan Santun		
	b. Kejujuran		
	c. Kerjasama		
	4. Ketelitian		
	5. Tanggung jawab		
	6. Inisiatif		
	a. Kreativitas		
	b. Aktifitas		
II	Prestasi		
	1. Pengetahuan		
	2. Keterampilan		
	JUMLAH	A-	

Nilai = _____ =(.....)
8

Nilai predikat =(.....)

Mengetahui,
Ketua Prodi Business English


Dr. Fatimah Hidayahni Amin, M.Pd., M.A

NIP. 19830222 200501 2 002

Makassar, 24 Desember 2020

Pembimbing

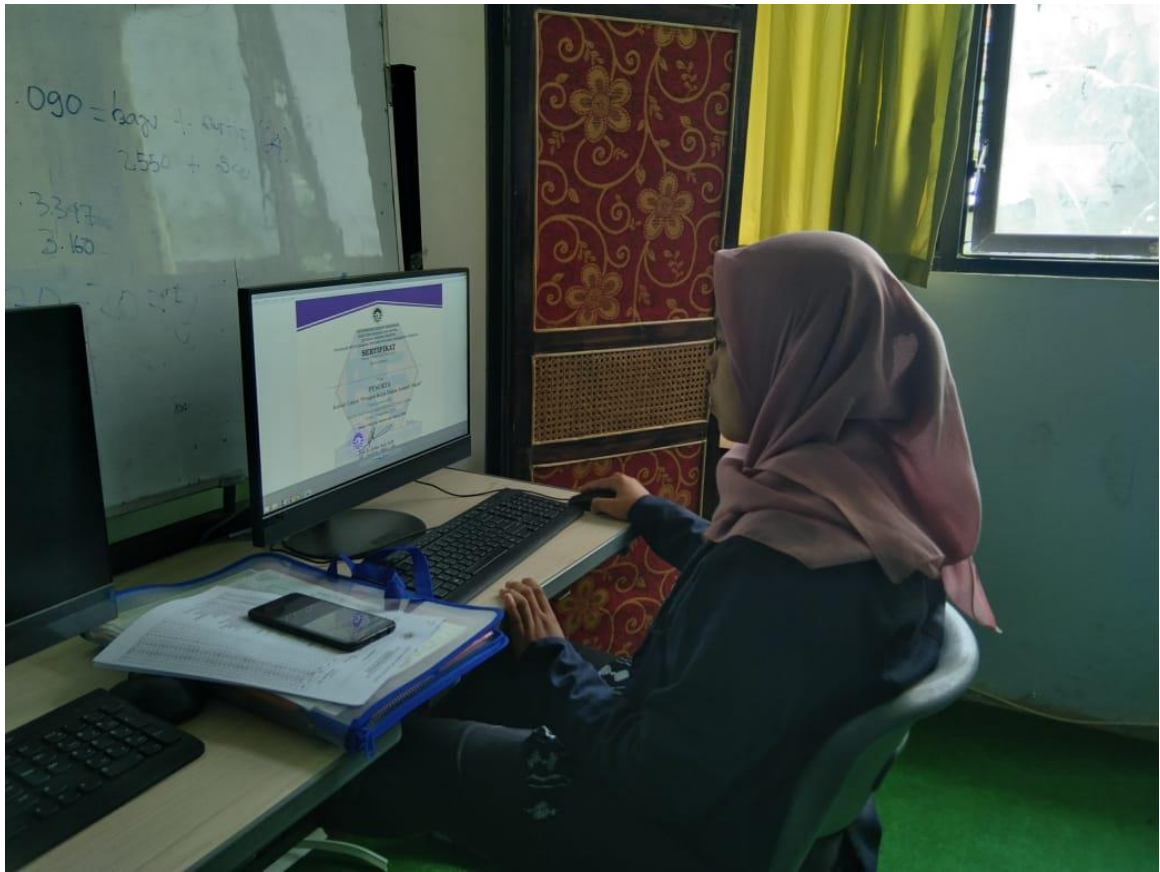

Dr. Fatimah Hidayahni Amin, M.Pd., M.A

NIP. 19830222 200501 2 002

APPENDIX III

INTERNSHIP PRODUCTS

APPENDIX IV
DOCUMENTATION





CURRICULUM VITAE



Musdalifa. B was born on July 27, 1997 in Tombangangia. Her father name is Alm. Baso Deang and her mother name is Nursia. She is the only child. Her educational background began in Elementary School at SDI Tombangangia 2003 and graduated in 2009, After that she continued Junior High School at SMPN 2 Bontosikuyu in 2009 and graduated in 2012, then she continued her studied at SMAN 1 Benteng in 2012 and graduated in 2015. After graduating from senior high school in 2017, then she enrolled at Universitas Negeri Makassar, accepted as a student at Universitas Negeri Makassar, Faculty of Languages and Literature, English Department, Business English Study Program, in 2017.